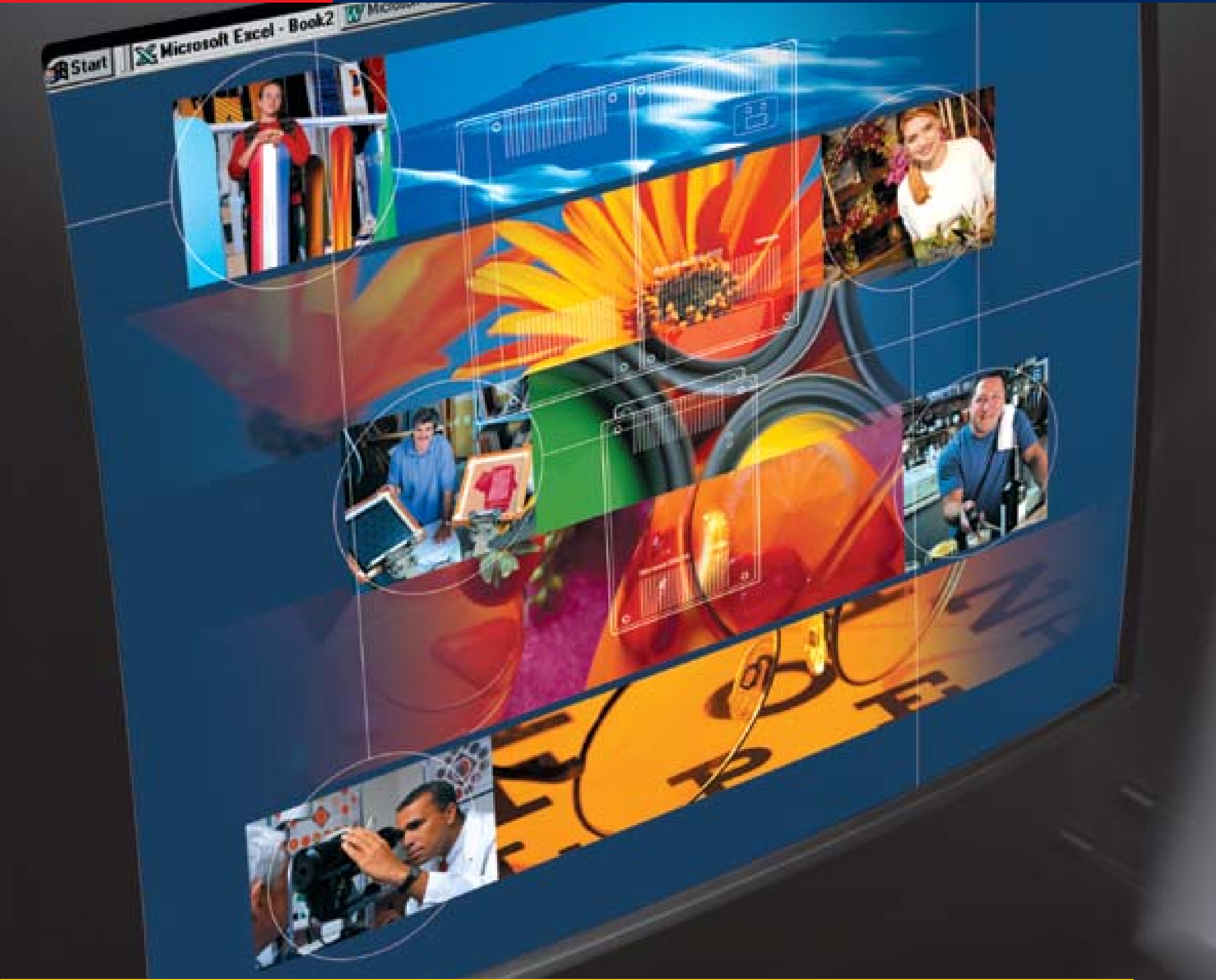
TOSHIBA



Big Telecommunication Capabilities for Small and Medium Businesses

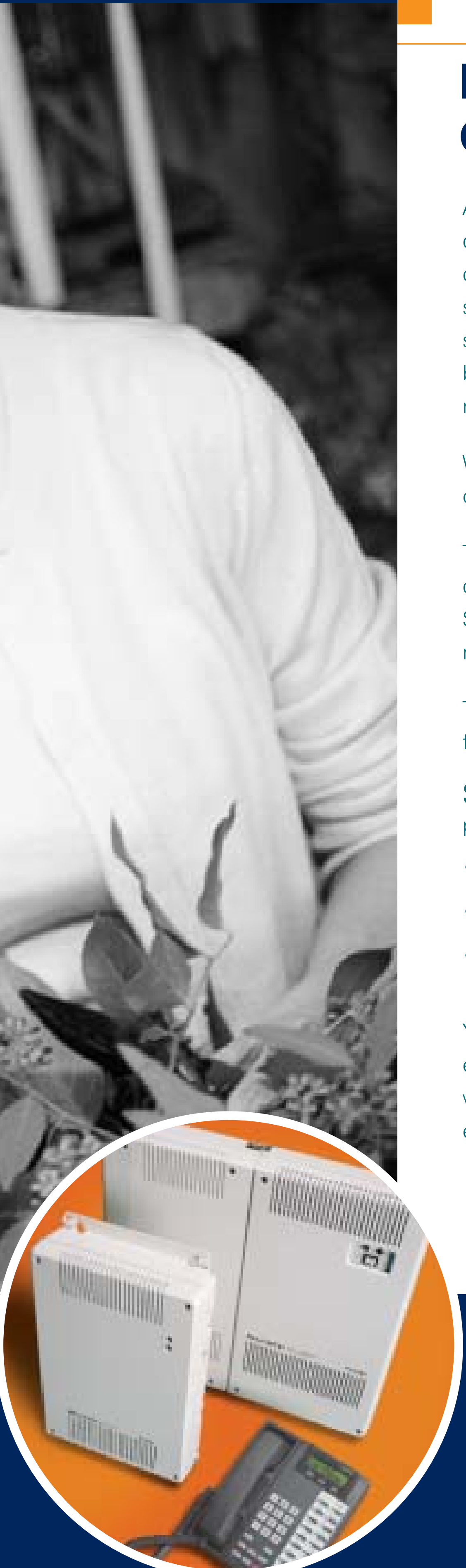
STRATA

DK14 &DK40i

Strata DK delivers the scalability you need to assure maximum communication productivity today and as your business grows.

Flexibility

Meets The Changing Needs Of Small Business



As a small to medium sized business, your telecommunication needs are diverse. That's why it's crucial to have a telecommunication system that offers comprehensive features and solutions—and the ability to easily enhance your system with value-packed optional features as your needs change. Strata DK systems meet those vital needs, delivering the exact level of performance your business requires at every stage of its growth. That's how Strata DK assures both maximum productivity and cost-effectiveness—today and tomorrow.

Whether you require Voice Mail/Auto Attendant, Computer Telephony Integration or Voice over Internet Protocol, Strata DK systems offer the optimum solution.

The Strata DK40i system is specially designed to automatically distribute inbound calls among groups of call-handling agents. By managing your call-center with Strata DK40i's advanced tools, you'll enable your employees to focus on their core responsibilities, maximizing their productivity and customer-service quality.

The system's scalable design lets you start small and add more capacity and features as needed:

Strata DK14

provides capacity for:

- up to 4 CO lines
- up to 8 digital telephones
- 2 analog station ports for faxes, voice mail, etc.

Strata DK40i

provides capacity for:

- up to 12 CO lines
- up to 28 telephones
- multiple combinations of digital and analog stations and ISDN devices

You can also use our branch-office extender products to provide digital telephone extensions from your main location's Strata DK system. This gives your remote workers the same advanced telephone-system functionality as your main-office employees.

Single Net

With Strata DK, you'll have a unified network for transmitting voice, data and video. This lowers your capital and operational costs and enables you to reap the many benefits of these innovative applications:

Integrated Services Digital Network (ISDN)
available with DK40i

Integrates voice, data, fax and video on one reliable line. Lets you transmit multiple communications at the same time! Superior speed and faster call setup improves the efficiency, productivity and cost savings of all your business communications. Primary Rate Interface (PRI) saves money by enabling call-by-call use of channels. Basic Rate Interface (BRI) provides a low-cost solution for high-speed LAN and Internet access, plus video conferencing. No additional monthly charge for Calling Number Identification Services (CNIS) and Dialed Number Identification Service (DNIS).

Voice over Internet Protocol (VoIP)

Enables your multiple offices to cost-effectively share applications and provide consistently high customer service. Voice and fax calls between your main and branch offices are carried via the Internet or your private intranet, eliminating long-distance toll charges between these locations. This significantly reduces cost, especially for international calls.

Computer Telephony Integration (CTI)

Synchronizes telephone calls with computer applications. Enables you to determine who is calling and how calls should be automatically routed and answered, plus view detailed caller information on your PC screen. Improves call-center effectiveness by enabling your employees to handle calls with maximum efficiency. Creates an integrated business information system that increases productivity and reduces costs.

Reduces C

twork

By transmitting all your communication media over one network, you'll get the most out of your communication system, while saving money and enhancing productivity.

Cost and Increases Productivity

Keep Your Return On Investment

Growing

The Strata DK system's modular "building block" design seamlessly adapts to new technological advancements. As a result, Strata DK's functionality will grow with your needs. It's a smart solution for controlling operational costs and increasing productivity. You can easily upgrade performance and capacity as needed, without significant capital outlays. You can also reuse telephones from your Strata DK14 or DK40i system in any larger Strata DK system you upgrade to in the future, saving even more cost.

Simplify

Communication With Comprehensive Features

Strata DK's variety of features help you effectively manage your operations now and in the future:

- Easy-to-use interface assures that your employees will get the most out of the system's capabilities.
- LCD feature prompting makes feature access and use easier by displaying simple, clear instructions on the telephone's LCD screen.
- Reduces training time and makes sophisticated features less intimidating.
- User-programmable buttons automatically perform feature-operation sequences with just one touch, saving time on every call. Ideal for frequently used features.

Toshiba provides a variety of telephones to meet your needs, from speaker-phones and digital cordless telephones to specialized answering solutions like our 20-button Add-On module or 60-button DSS console.

Easy-to-use, cost-saving, modular features assure that your investment in the Strata DK system will provide ongoing value.

Cost-Saving

Solutions Built In

Strata DK's advanced technology also reduces your costs:

- Provides valuable information on incoming customer calls and employees' outgoing call patterns, enabling you to make profit-boosting management decisions.
- Simplifies client billing.
- Ability to restrict long-distance toll access.
- Routes calls over your least costly trunk line or long-distance carrier.
- Connects seamlessly to high-speed digital services.
- No reprogramming when you move a telephone from one location to another.
- Conveniently program your system and test hardware from remote locations.

Together, these important capabilities will enable your Strata DK system to continue providing the ultimate cost-effective communication solution for many years to come.

Innovative
Applications And Benefits

Features That Provide Call Answering Options:

- Automatic Call Distribution (ACD)—available with DK40i
  Calls are queued to wait for the next available agent. Incoming calls are distributed evenly, maximizing productivity and assuring quick, efficient call handling.

- Automated Attendant
  Answers and routes incoming calls 24 hours-a-day. Assures that calls are efficiently managed when call volumes are high, when your receptionist is on a break or at lunch, and after regular hours.

- Voice Mail Integration
  Allows callers to leave detailed messages for specific employees. Assures that the customer's needs are addressed as quickly as possible.

- Direct Inward Dialing (DID)—available with DK40i
  Routes incoming calls directly to specific stations without going through the answering position.

- Multiple Directory Numbers
  Station extension numbers can appear on multiple telephones and individual telephones can have multiple station extension numbers, maximizing call-coverage flexibility.

- Dialed Number Identification Service (DNIS)—available with DK40i
  Routes incoming calls exactly where you want them to go according to the number dialed, and identifies the type of call on the telephone's LCD display.

- Caller ID
  Displays the caller's name, telephone number and customer profile from your database (with CTI applications). Your employees will be fully prepared to handle calls with maximum effectiveness and provide personalized customer service.

- Off-Hook Call Announce
  Ensures that important calls aren't missed. Enables a station to converse with another busy station user. Call announcements can go through the handset or the telephone speaker.

Features That Provide Networking Options:

- Remote Branch Office Extensions
  The MCK EXTender products enable groups of remote workers to have digital telephone extensions from your main location's Strata DK telephone system, with the same functionality as your main office system.

- Tie Lines—available with DK40i
  Connect a DK40i to another telephone system in a private communications network.

- Voice over Internet Protocol (VoIP)—available with DK40i
  Ideal for businesses with multiple offices. By routing office-to-office calls over the Internet or your private intranet, you bypass long-distance toll charges, saving substantial cost. You'll also improve call-center effectiveness and customer service.

- Direct Inward System Access (DISA)
  Saves money by allowing employees to use your company's calling network when they're traveling.

- Centrex Integration
  Group access to Centrex lines enables you to get maximum benefits from Centrex features with ease, while saving significant cost.

*Note: Some feature implementation may require additional auxiliary equipment.

Integrated Services Digital Network (ISDN):
available with DK40i

- Primary Rate Interface (PRI)
  PRI is used to send and receive voice and/or data calls over the same network. The call-by-call feature saves money by allocating PRI channels on demand for usage of services such as DID, Tie, FX, WATS, 800, etc.

- Basic Rate Interface (BRI)
  Station-side connection provides a low-cost ISDN solution that enables you to connect devices such as a PC, LAN bridge or router, Internet access device, video conference terminal, group IV fax, ISDN telephone, or other devices that benefit from an all-digital transmission link. Trunk-side connection enables all your telephones to use BRI lines for incoming and outgoing calls.

Computer Telephony Integration (CTI):

- Industry Standard CTI
  Strata DK systems fully support Microsoft® TAPI—the industry-standard method of Computer Telephony Integration, enabling you to enjoy the full range of advanced benefits CTI can offer.

- Caller ID Applications
  Caller Identification and automatic retrieval of customer profile data are the most popular CTI applications. When the phone rings, the telephone's LCD displays the caller's telephone number, and the TAPI PC application displays the caller's profile. This enables you to provide fast, accurate, personalized customer service.

- Data Switching
  Allows your PC and telephone to share existing wiring for voice and data calls, eliminating the need for costly additional interoffice networks and extra wiring.

Specifications

System Features

Account Codes
- Forced
- Verifiable
- Voluntary

Alarm Sensor Interface*—DK40i only
All Call Voice Page
Alternate Point Answer
Amplified Conference Interface (Optional)
Automated Attendant (Optional)*
Automatic Call Distribution (Optional)* —DK40i only
- MIS Interface (Optional)—DK40i only

Automatic Number Identification (Optional)*—DK40i only
Automatic Release From Hold
Automatic Station Relocation
Auxiliary Device Interface (Optional)
Background Music Interface*
Busy Station Transfer/Ringing
Call Park Orbits
Caller ID (Optional)*
Centrex Application
- Centrex/CO Line Call Pickup
- Centrex/CO Line ID
- Centrex Ringing Repeat
- Delayed Ringing
- Flash Button
- Flexible Station Numbering
- Multi-Line Access and Control
- One-Button Centrex Feature Access

Centrex/PBX Compatibility
CO Line Groups
CO Line Queuing
Conferencing
- Multi-Stations
- Multi-CO Lines

Credit Card Calling ("0" + Dialing)
Day/Night Modes
Delayed Ringing
Dialed Number Identification Service (DNIS) (Optional)—DK40i only
Direct Inward Dialing (Optional)—DK40i only
Direct Inward System Access (DISA) (Optional)
Distinctive Ringing
DTMF and Dial Pulse Compatible
DTMF Signal Time (80/160 MS)
Dual FCC Registration
E911-CAMA and PRI—DK40i only
External Amplified Speaker (Optional)
Flexible Button Assignment
Flexible Station Numbering (2 to 4-digit)
Flexible Line Ringing Assignment
- Delay 1
- Delay 2
- Immediate

Flexible Port Assignment
Ground Start Lines (Optional)—DK40i only
Group Paging
Integrated Services Digital Network (ISDN)* —DK40i only
- Basic Rate S/T-Interface (BRI)
- Basic Rate U-Interface (BRI)
- Primary Rate Interface (PRI)

Least Cost Routing
Live System Programming
Loop Start Lines
Memory Protection
Message Waiting
Multiple Directory Numbers
Multiple FCC Registration
Music-On-Hold Interface
Night Ringing Answer Code
Night Ringing Over External Page*
Night Ringing Over Selected Page Zones (Optional)*—DK40i only
Non-Blocking Dialing
Non-Blocking Intercom
Off-Premises Stations (Optional)*
Outgoing Call Restriction
Page Interface (4 Zones Optional on DK40i)
Pooled CO Lines
Power Failure Transfer
Privacy/Non-Privacy
Relay Service (Optional)
- Door Lock Control
- External Page Control—DK40i only
- Music-On-Hold Source Control
- Night Relay Service

Remote Administration/Maintenance (Optional)*
Reserve Power*
Standard Telephone Compatibility with Message Waiting*
Station Hunting
Station Message Detail Recording (Optional)*
System Program Upload/Download (Optional)*
System Programming Through Station
System Speed Dial (40 numbers)
Tandem CO Line Connections
Tenant Service
Tie Line Transfer Recall—DK40i only
Tie Lines (Optional)—DK40i only
Toll Restriction (6-Digit)
Toll Restriction Override
Traveling Class of Service
T1/DS-1 Interface (Optional)—DK40i only
Voice Mail Integration
- In-band DTMF Signaling
- Simplified Message Desk Interface (SMDI) (Optional)—DK40i only

Voice or Tone Signaling
Voice over IP (Optional)*—DK40i only
Wall or Floor Mountable KSU

Digital Telephones

10-Button Speakerphone
10-Button Speakerphone with Liquid Crystal Display (LCD)
20-Button Speakerphone
20-Button Speakerphone with Liquid Crystal Display
20-Button Add-On Module
60-Button Direct Station Selection Console—DK40i only
900 MHz Digital Cordless Telephone
Single Line Digital Telephone

LCD Features

Alphanumeric Messaging
- Busy Station Messaging
- Called Station Messaging
- Calling Station Messaging
- Custom Personal Messages
- Group Station Messaging
- Standard System Messages

Automatic Callback Number Display
Automatic Number Identification
Automatic Park in Orbit
Busy Lamp Field
Call Duration Display
Call Forward Source/Destination
Call Forwarded-From Display
Caller ID (Optional)*
- Abandoned Call Storage with Date/Time
- Indication While Busy
- Name
- Telephone Number

Calling/Called Number Display
Clock/Calendar Display
CO Line Identification
- Incoming/Outgoing
- DNIS Display—DK40i only

Dial Input Verification
Feature Activation Display
Feature Prompting with Soft Key Operation
Intercom User Name Display—Idle or Busy
Message Waiting Station Display

Override Station Number Display
Private CO Line
Recalling Station Identification
Speed Dial Directory Dialing
Station Status Display
Timed Reminder Memo

Station Features

Account Code Button
Account Code Revision
Alert Signaling
All Call Voice Page
Automatic Busy Redial*
Automatic Callback Intercom
Automatic Dialing Buttons
Automatic Hold
Automatic Hold/Park Recall
Automatic Off-Hook Line Selection
Background Music with Station Control*
Busy Override
Call Forward
- All Calls
- Busy
- Busy/No Answer
- External with Remote Setting
- Fixed
- No Answer

Call Park to Station
Call Pickup
- CO Line Group
- Directed
- Meet-Me Page
- On-Hold/Park
- Ringing At Other Stations
- Station Group

Call Transfer
- Camp-On
- External Calls
- Internal Calls
- Recall

CO/Centrex/PBX Feature Buttons
Continuous DTMF Signal Time (Optional)
Direct Station Selection/Busy Lamp Buttons
Direct Station Selection Console (Optional)
- —DK40i only
- All Call Voice Page
- Automatic Line Hold
- CO Line Button Assignment
- Expanded Line Appearance
- Multiple DSS Consoles
- Night Transfer
- Speed Dial Button Assignment
- Voice or Tone Signaling

DISA Security Code Revision
Distinctive LED Indicators
- I Called
- I Hold
- I Use

Do Not Disturb
Do Not Disturb Override
Door Lock Control
Door Phones
DP/DTMF Mode Change
Dual Color LEDs
Exclusive Hold
Executive Override (Break-In)
Executive Override Blocking
Flash Button (CTX/PBX Transfer or CO Dial Tone Recall)
Handsfree Answerback Intercom
Headset Interface (Optional)
Hearing Aid Compatible
Loud Ringing Bell (Optional)
Message Waiting Indication
Microphone Control Button
Modular Handset and Line Cord
Off-Hook Call Announce
- Handset
- Speaker (Optional)

On-Hook Dialing
Pooled Line Buttons
Privacy Override
Private CO Lines
Push-Button Dialing
Remote Retrieval of Held Calls
Repeat Last Number Dialed
Ringing Line Preference
Saved Number Redial
Station Speed Dial
- (40 Numbers Per Station)

Toll Restriction Override Revision
User Programmable Feature Buttons
Volume Control
- Busy Override Tone
- Handset
- Handsfree/Speakerphone
- Ringing

Data Features*

Computer Telephony Integration (CTI)
- TAPI Compliant

Data Security Groups
Data Switching
Keyboard Dialing (Voice or Data Calls)
Modem Pooling
PC-to-PC Connection
Printer Sharing
Simultaneous Voice and Data

*Note: Some feature implementation may require auxiliary equipment.

TOSHIBA

Backed By A Proven Telecommunications Leader —

Toshiba

Toshiba's legendary engineering expertise is at the heart of Strata DK systems. Battery backup, Voice over IP and other revolutionary engineering features keep your system operating reliably—a must for the ongoing success of your business.

Today, choosing the right communication system for your company is more challenging than ever. Since the success of all your communications depends on the reliability of your system, it's crucial to choose a manufacturer with a proven history of serving the ever-changing telecommunications needs of businesses. Toshiba is that manufacturer.

Strata DK systems reflect our commitment to designing and manufacturing telecommunication systems that will help our customers be successful today and for many years to come. That's why for over 100 years, businesses have trusted Toshiba, a worldwide leader in business telecommunication systems.

Quality and reliability you can depend on

Like all Toshiba telecommunication products, the Strata DK is designed to provide exceptional quality, reliability and value. Toshiba engineering innovations like compact component design, circuitry that minimizes power requirements, and power-surge safeguards make Strata DK more reliable than similar-sized systems, assuring top performance day in and day out.

All of which is why the Strata DK is the smart choice for unifying all your communications, streamlining your operations and saving cost.

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